



# **Community Assistance Referral and Education Services (CARES) & Falls and Environmental Risk Reduction Program (FERRP)**

# Clark Cowlitz Fire Rescue

- ▶ Community Risk Reduction
  - ▶ CARES/FERRP Program
    - ▶ What - Functions
    - ▶ Who - Members of the Team
    - ▶ Why - Purpose
    - ▶ When - Referral / Client Eligibility
    - ▶ Where - Service Area





# CARES/FERRP Team

- ▶ Social Worker
  - ▶ Referral intake and resource determination
  - ▶ Resource Coordination/Consultation
  - ▶ Client Advocacy/Support
  - ▶ Outbound referrals and Follow-up
- ▶ Paramedic
  - ▶ Expanded Role vs Expanded Protocol
  - ▶ Post discharge Physical Assessment
  - ▶ Medication Education/Reconciliation
  - ▶ Falls Risk Assessment
  - ▶ DME Education
- ▶ Community Risk Reduction Specialist
  - ▶ Fall Risk Reduction
  - ▶ Assist Device Installation
  - ▶ Medical Alert Devices
  - ▶ Fire Alarms
  - ▶ Identification and Mitigation of Hazards



# Program Functions

- ▶ Mobility
- ▶ Services
- ▶ Referrals
- ▶ Versatility
- ▶ Accountability
- ▶ Navigation



# Purpose

- ▶ Advocacy, Support, and Accountability for our vulnerable community members
- ▶ Reduction of unnecessary 911 usages secondary to inadequate support system
  - ▶ 80% reduction for fire department referred clients enrolled and engaged through the program.
- ▶ Contribute to readmission reduction for post-discharge referrals

# Client Eligibility

- ▶ High system utilizer
- ▶ Vulnerable (at-risk) patients: high fall risk, elderly (65+)/disabled with no (or ineffective) support system
- ▶ Post-discharge follow-up for high-risk patients (i.e. discharged home after joint replacement or fall)
- ▶ Benefit from navigation assistance
- ▶ Additional time for education/outreach regarding disease management, medication management, falls reduction, DME education/instruction
- ▶ Bridge between discharge and initiation of formal services
  - ▶ Minor wound care / dressing change
  - ▶ Accountability
- ▶ Unstable discharge plan
  - ▶ Unhoused
  - ▶ Unstable care at home
  - ▶ Dependency to maintain living independently
  - ▶ Companionship/Advocacy
- ▶ Discharged through ED w/o PCP established

# Service Area and Time

- ▶ Service Area - Clark County and Southern Cowlitz County (Woodland)
- ▶ Pursuing Cooperation with other Fire Agencies to contribute resources as the clients, depth, and, area of the program grows and expands.
- ▶ Team operates Mon - Fri 8 am - 5 pm
- ▶ Accept referrals on a 24 hour basis with initial contact attempt made within 72 hours of receipt of referral. Initial contact most often made within 24 hours except weekend referrals.

# FERRP

FERRP utilizes the CDC's STEADI program to reduce the risk of Falls for older adults in Clark County and Woodland.

The STEADI program outlines an established process for Screening, Assessing, and Intervening in reducing the risk of Falling for older adults.



# Referrals to FERRP

## Falls Risk Clients

**FERRP can make concrete interventions for clients:**

**FERRP will refer to PCP/OT/PT (per STEADI) and will follow up with, educate, and advocate for clients who:**

With hazardous homes

Report falling due to weakness or dizziness

Who need direction on installation of safety equipment. (In some cases, we can install equipment such as grab bars dependent on the level of expertise required.)

Need an assistive device such as a walker or cane.

Who are reporting mechanical falls. (i.e., tripping or slipping)

Have any physical/medical problems that may be contributing to their fall risk.

Who need assistance with emergency preparedness particularly in relation to fall related emergencies

Note: any client who screens “at risk” will be referred to their doctor for follow-up per STEADI.

## Fire/General Home Safety

- Smoke alarm installs can only be done within CCFR district boundaries (Woodland, La Center, Ridgefield)
- If you’re unsure whether a client resides in our district, you’re welcome to send me a referral and I can pass it along to the correct district when appropriate.



## What Makes FERRP Uniquely Effective?

A close interagency partnership with Firefighter Emergency Medical Providers who respond to emergent/acute falls. This program gives CCF&R the ability to address the chronic problems that may be underlying in acute fall emergencies for elderly and otherwise vulnerable individuals. This allows us to help reduce the risk of subsequent falls.

Fire Marshal services allow for a more in-depth and holistic environmental safety evaluation and intervention.

CARES team working together with FERRP to ensure that older adults at risk of falls have access resources to address underlying medical and social issues that may be contributing to their fall risk.

# Program Growth

## Data Driven

- ▶ Gather data and evaluate the program as a pilot for potential expansion and develop a model for future sustainable programs.

## Deepening Partnerships

- ▶ Continued participation in HealthConnect with SWACH
- ▶ Post-Discharge Follow-up with all area hospitals (Legacy, PeaceHealth, Kaiser)
- ▶ AAADSW expansion and education implementing Fall Risk Reduction Program
- ▶ Mobile Vaccination Participation for the Vaccine Hesitant, Homebound, and Underserved Populations





## Contact Information

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